Expired NOL Card balance transfer Process

Note:

- This process is only for expired NOL Silver, NOL Silver Registered and Gold cards and will take 14 working days from initial request to getting the SMS for the refund transfer.
- The Customer needs an Active NOL card that is not expiring at least in the next three months for the refund to be transferred onto. The active card cannot be a Smart NOL application on the mobile (NFC)
- Customers calling the call centre for expired card refunds should be told :
    - To use their Epurse to the maximum (at various avenues accepting NOL cards like parking, bus etc.)
    - That refunds without transfer either before the expiry date or for an expired card can be availed of at the Metro Station (Ticket Office) – Termed as 1st Level refunds, however there is a charge of AED 5.00 applicable.
    - That refunds for expired cards are not provided and the refund amount is only transferred to another card that is mentioned at the time of filling in the refund form at any Metro Station (Ticket Office). There will be no charge to the customer for this transfer service.

Process Steps

Steps	Task	Description	Responsibility
1	Get New NOL card	Customer to get an active NOL card	Customer
2	Provide Old NOL card	Customer to provide the Ticket Office Machine (TOM) operator with the OLD expired NOL card to check its contents	Customer
3	Verify Card details	TOM operator to place the card on the reader to check if the card is expired and note the available balance. If possible the TOM operator should ask the customer to use the balance on the expired card if the balance is AED 5.80 and above for Silver cards and AED 11.60 and above for Gold cards. The TOM operator should inform the customer to fill the 2nd level Faulty card refund form and handover the OLD expired NOL card only if all below conditions are met. • The card is expired (applicable for blocked cards as well) • The e-purse balance is below AED 5.80 (since AED 5.80 can be used for travel in silver class of Metro) • The e-purse balance is below AED 11.60 (since AED 11.60 can be used for travel in gold class of Metro) • The balance e-purse is not a negative amount	RTA-TOM (Metro)
4	Submit 2nd level Refund Faulty card request form and expired NOL card	Customer to provide the Ticket Office Machine (TOM) operator with a 2nd level Faulty card Refund request form along with the OLD expired NOL card in order to get the entire refund amount (no refund fee will be charged to the customer)	Customer
5	Update 2nd Level Refund form	RTA TOM operator attaches OLD card, writes down the Epurse balance of the OLD card and the Tag id of the NEW card on the form with a note for '**Expired card balance refund**'. The operator then chooses the Refund <F2> -> 'Faulty Card Refund' option, puts the tag id of the old card and prints the receipt and provides it to the customer	RTA-TOM (Metro)

6	Receive 2nd Level Refund form	RTA-ACS (Clearing & Settlement) will receive the form, check the card balance of OLD card and will update the refund case from the TOM with 'Whitelist payment' option in OCHS for the NEW card	ACS-Clearing & Settlement
7	Approve 2nd Level Refund case	RTA-ACS (Clearing & Settlement) will perform the following before approving the case • Check the epurse within OCHS matches the NOL balance mentioned on the form • Check within www.nol.ae whether there is a pending whitelist for the card. If yes then this amount will be refunded through Dubai Smart Government portal. • Put AED 5.00 in other adjustments to cancel the refund fee charged to the customer. RTA-ACS (Clearing & Settlement) will approve the refund case	ACS-Clearing & Settlement
8	Receive SMS	Customer will receive SMS to collect the whitelist on his/her NEW card from any parking meter if the refund amount is below AED 5.00 else to proceed to nearest metro station. Below is a sample of the refund SMS *Dear Customer, a refund of AED XXX has been approved;* *Note: Please approach the nearest parking meter if your refund is below AED 5.00 and insert your active NOL card otherwise in addition to any parking meter travel using the Metro to get your refund onto your card.*	Customer